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San Francisco Public Library

Government Information Center
San Francisco Public Library
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REFERENCE BOOK

Not to be taken from the Library



Several months ago the Municipal Railway's Information Bureau celebrated a first anniversary — one very busy year of continuous operation.

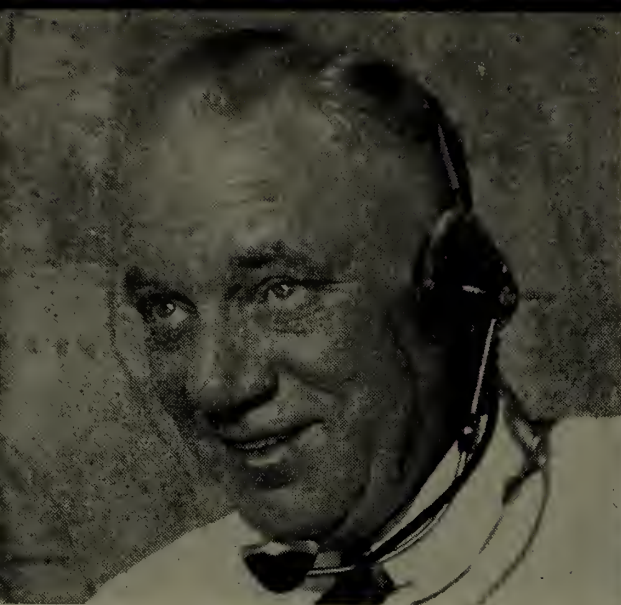
Apparently some of our old friends were aware of this fact for they sent us their congratulations on a job well done and suggested it might be a good idea if we turned the tables, so to speak, and gave our passengers a little information on the Bureau.

As we said before, this department was established a little over a year ago by your Municipal Railway as an added service to passengers who ride the 70 lines of the system. For the first full week of operation about 4,000 telephone calls were received at 949 Presidio Avenue, the Bureau's present location and the main headquarters of the Railway.

Last week the Information Bureau processed 7,231 calls, over 1,000 a day!

And a total of 594,386 requests for information have been handled by the Bureau during the past 15 months! And that's a lot of telephone calls.

To equal it a man would have to devote an entire year on the phone, working 10 hours a day, 7 days a week.



Pat Regan

*"worked more lines than
you can name"*



Bob Williams

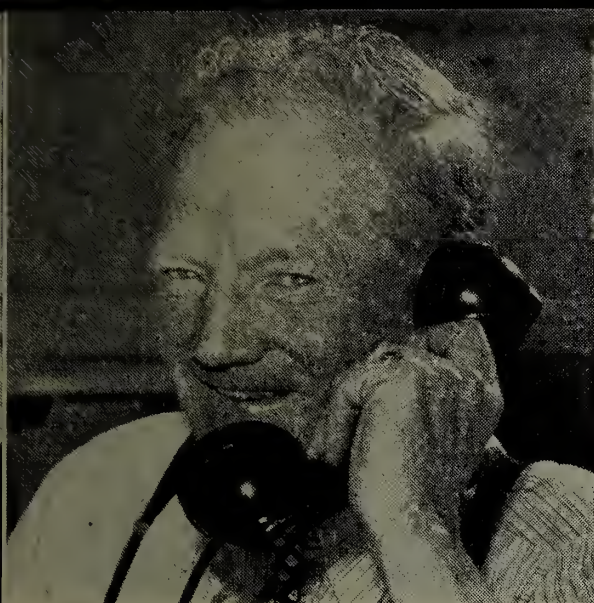
"... small difference of 400 miles"

Fortunately the Bureau is staffed with not one, but six clerks (with three usually on duty at one time) and is open from 7:00 a.m. to 10:00 p.m. seven days a week. Calls received after 10:00 p.m. are switched to one of the five divisions concerned with the particular line or area you are inquiring about.

Sometimes all telephone lines to the Information Bureau are tied up, as you can easily imagine, and your call is then necessarily switched to a division. If possible, however, we would appreciate it if you would call back a little later as we know you will get faster service in the handling of your request by the Information Bureau which is specifically set up for that purpose.

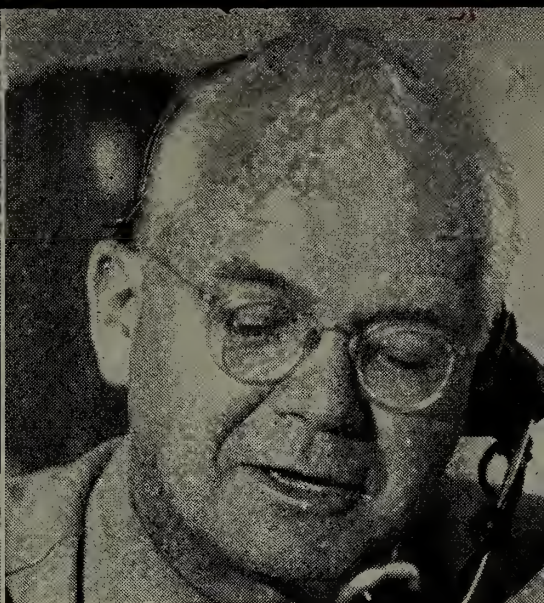
If you should ever drop in room 212 at the Railway's Geary and Presidio headquarters (and we sincerely hope you will) you would find a fairly small office but literally crammed to the ceiling with Rand McNally city maps, Department of Public Works charts, City Planning Commission diagrams, private development plans, plus all the usual records of Railway operation such as transfer rule books, information pamphlets, up to the minute schedule plans and rotation tables which give the pull-in and pull-out times of all 1,000 vehicles on the 70 lines of the system, check points along the route and other vital information.

It is actually amazing the amount of detail and wealth of information that is stored in the minds of the men on



Everett Roach

*... after the world, settle in
San Francisco*



Warren Jester

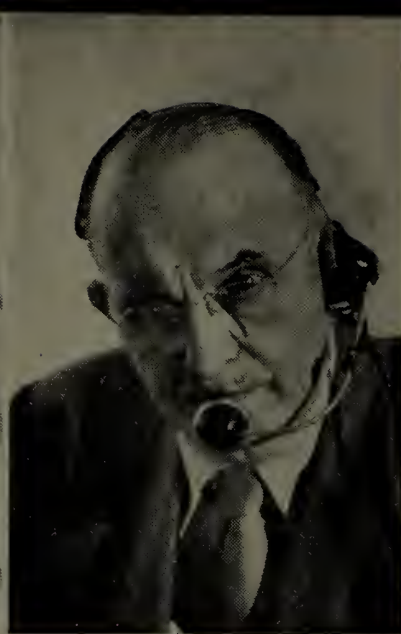
*Service above and beyond
the call of duty*

duty at the Bureau. And they are proud of the fact that they are seldom stumped, although Clarence Williams was stopped short one day when a lady asked, "Where can I adopt a baby?" After a moment's thought he finally suggested calling the S. F. Medical Society.

Nicknamed "Cactus Will" by the rest of the men with the Bureau, Clarence spends most off-duty hours caring for his famous collection of odd and unusual cactus plants.

John Shine and Pat Regan have put in almost 50 years between them working for the Municipal Railway, both starting out as motormen in 1929. They've watched the system grow, through the years, and have probably worked more lines than the average passenger can name.

Warren Jester, born in 1900 on the Sao Indian Reservation in Rapid City, South Dakota, is a man that believes the title of Information Bureau Clerk has no boundaries. Lady called one day to ask what the fare was to Miami, Florida. He explained to her that the Municipal Railway was only a city-wide transit system but he would try and find out the information and call her back. So during a lull in the telephone calls he checked with the airlines, found out the fare, tax, and connections and called her back. She apparently was so pleased with the service she asked him to make a reservation for two right away. By this time he thought it might be easier to make the reservation than to explain again how the



Bill Tillmannshoefer

'Better just ask for Bill'

Clarence Williams

*"Where can I adopt
a baby?"*

John Shine

With the Muni since 1929

Muni is merely a local transit company, etc., etc., so he called the airline back and booked the flight.

Easily nominated for "Hardest Name to Spell" is Bill Tillmannshoefer who has been with the Railway since 1939 and formerly got about the city as a cab driver. Between his cab driving days and 15 years with the Muni there aren't very many streets or districts that he does not know like the back of his hand.

Before joining the Railway in 1934 as a motorman, Everett Roach had a good chance to see something of the world in the Merchant Marine. He decided he was having such a good time on his leaves in San Francisco that he might as well settle down in the city permanently.

As a conductor for two years, an assistant dispatcher and acting dispatcher for six years and a receiver for one year, Bob Williams has been on both the asking and answering end of Railway operation.

His two years as a platform man on the "N" line answering questions came in handy several days ago when a visitor to San Francisco, apparently a little bemused, asked, "Can you please tell me how I get to Catalina Island?" After informing her this was San Francisco not Los Angeles she replied very courteously, "Oh thank you, I must be in the wrong city."

*If you have found this information concerning your transit system of interest may we ask you to pass it on to a friend?
Thank you!*

San Francisco Municipal Railway



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